

Hello, I want you to know that I am facing a great suffering from not being able to have a qualified certificated interpreter due to VRS has used all of our certificated interpreters and left us community with very limited interpreters available. NOT just that, but Sorneson service has not met my needs when i use VRS service. they often made me wait at least one hour to one hour and half before I could get an interpreter on VRS to interpret for me on the phone. it is very difficult and frustrating for me.. They are not being sensitive to our community's needs and that is a very scary thought for us all! please help us making sure that the service is being provided for the community and ensuring that any type of VRS are doing their part by making sure that the service is being met.